FUSION IT — CHANGE REQUEST

RAISING AN IT CHANGE REQUEST

Welcome! This is your one-stop form for asking Fusion IT for anything you need — a new laptop, access to a system, a new email account, or something else entirely. It takes about two minutes, and you'll get email updates at every step. No login needed.

> ⚠️ **Something urgent or broken right now?** This form is for **planned** IT change requests and needs manager approval before IT pick it up — so if it can't wait, please **follow it up by speaking to IT directly** rather than relying on the form alone.

Before you start

Have these to hand:

- **Your Fusion email address** (`@fusion-events.com`).
- **Your line manager's name** — they'll be asked to approve your request.
- **A short description** of what you need (and why, if it helps).

How to raise a request

1. **Open the IT Change Request form** at FusionITChangeRequest.core-byfusion.com (also linked from Reactor's "Useful Links").
2. **Tell us who you are** — your name, your `@fusion-events.com` email, and your job title. Please use your Fusion email; the form only accepts `@fusion-events.com` addresses, and it's where your updates are sent.
3. **Choose what you need** from the request types: New PC / Laptop • New Software / Access Permissions • Software Amendment • Server / SharePoint Access • Email Account Request • Other Request. *Software Amendment* requests go straight to IT and don't need line-manager approval.
4. **Add the detail** — describe what you need in the boxes provided. The more specific you are (system names, who you sit with, deadlines), the faster IT can help. There's an optional second box for extra notes.
5. **Pick your line manager** from the list — they'll get an email asking them to approve.
6. **Tick the declaration.** By ticking it you're confirming that you've **already discussed this request with your line manager and they're aware it's being submitted**. It's a quick

honesty check so the approval isn't a surprise — your manager still formally approves it in the next step, but this confirms you've spoken to them first. Please only tick it if that's genuinely the case.

7. **Submit.** That's it!

What happens next

1. **You'll get a confirmation email** straight away with your reference number (it looks like `FCR-1234`). Keep it for your records.
2. **Your line manager is notified** and reviews your request: **Approved** — it's passed to IT to action; or **Declined** — you'll get an email, including the reason if one was given. Have a chat with your manager if you're unsure.
3. **IT completes the work** and you'll get a final **"Request Complete"** email, sometimes with a note from the team.

> You don't need to chase anything — just watch your inbox.

Handy to know

- **Need to change something?** You can't edit a submitted request — raise a new one, or reply to your confirmation email to let IT know.
- **Not heard back?** Check your **junk/spam** folder first (emails come from `ITChangeRequest@core-byfusion.com`), then nudge your line manager, who may still need to approve.

Thanks for using the Fusion IT Change Request form!